



Jack & Belinda Crawford
Owners

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Postal Regulatory Commission
901 New York Ave NW, Suite 200
Washington, DC 20268

July 28, 2012

Reference: PRC Docket # MC2012-26

Dear Commissioners,

I am the franchisee/owner of The UPS Store #4175 in Castaic, CA, employing 4 people from our community. I am writing to ask that you disallow the United States Post Office's "enhanced" services to Post Office Box customers, specifically:

1. Acceptance of third-party parcels and other items from UPS, FedEx, DHL and other non-USPS carriers, a practice that has been prohibited for many years.
2. The new ability to use the street address of the Post Office where the Post Office Box is located, rather than the conventional "PO Box 123, Anytown, MA 01234."
3. The new ability of Post Office Box customers to use the "#123" designation instead of the conventional "PO Box 123" form of address.
4. E-mail / text message notification to PO Box customers of items received. ("Real Mail Notification")

These new business practices place the United States Postal Service in direct and unequal competition with thousands of small businesses like ours across the country. We are a privately owned franchise relying solely on our personal savings that we have invested in this store. This new form of competition from the USPS will result in significant loss of revenue and damage to our business.

As a Commercial Mail Receiving Agency (CMRA), we are in "friendly competition" with the USPS, but the relationship is already tilted in their favor. Is there any other business in America where one competitor (USPS) is in a position to regulate and inspect their competition (CMRA), even to the point of requiring us to turn over our customer list to them on a quarterly basis?

There are other unfair rules as well, such as the ability of a postal customer to change his address from a PO Box to another address with a simple "Change of Address" form, while customers of a CMRA such as my store are prohibited from doing so. When a CMRA mailbox customer moves, we are required by the USPS to receive the

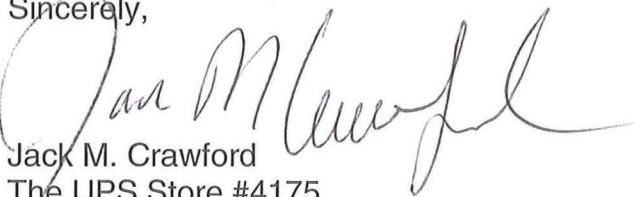
customer's mail for six months following termination and cannot re-mail it without paying for new postage.

As noted in PRC Order No. 1366, "the Postal Service has not submitted an appropriate filing that describes the nature and implementing rules for these enhanced services." The USPS failed to follow the rules in rolling out these new services, and made a unilateral decision and executed it without the necessary filings. What the USPS is doing is fundamentally wrong.

A financially viable Post Office is an important part of our business, just as it is important to other businesses and to the average citizen. I can appreciate the difficult financial situation the USPS is in, but their success should not come at our expense. The proposed line of products and services is specifically designed to take our customers, and that simply is not fair. Our relationship with the USPS is a careful balance of competition and support. They should not be allowed to use their position of strength to shift the balance even further to their advantage.

Thank you for your time and kind attention to this matter. Please do not hesitate to contact me if you have any questions or concerns.

Sincerely,



Jack M. Crawford
The UPS Store #4175

Copy to: Independent Coalition of Franchisee Owners, info@theicfo.org